

JUSTIFICATION
FOR AN EXCEPTION TO FAIR OPPORTUNITY

1. Contracting Activity: Department of Veterans Affairs (VA)
Office of Acquisition Operations
Technology Acquisition Center
23 Christopher Way
Eatontown, NJ 07724
2. Description of Action: The proposed action is for a firm-fixed-price delivery order to be issued under the National Aeronautics and Space Administration (NASA) Solutions for Enterprise-Wide Procurement (SEWP) V Governmentwide Acquisition Contract (GWAC) for the renewal of brand name perpetual software licenses, maintenance and technical support, with options to acquire additional licenses, maintenance and technical support.
3. Description of the Supplies or Services: The Office of Information and Technology Service Delivery and Engineering, Enterprise Systems Engineering, Enterprise Messaging and Collaboration Services (EMCS) has a requirement to renew 84 existing brand name Dell term software licenses and 1,725,000 existing brand name Dell perpetual software licenses and associated maintenance and technical support. The software licenses, maintenance and technical support renewals are required for Dell software products including Unified Communications Command Suite, MessageStats, Recovery Manager for Exchange, Site Administrator for SharePoint, Recovery Manager for SharePoint, Quick Apps for SharePoint, and Migration Manager for SharePoint. To accommodate potential growth in the VA user base over the proposed period of performance, VA anticipates that there will be a need to acquire up to 240,000 additional Dell licenses with 12 months of corresponding maintenance and technical support in each option period as well as the need to renew the 12 months of corresponding maintenance and technical support in Option Period 2 for any new licenses acquired in Option Period 1. The proposed action is in support of VA's existing Microsoft Exchange and SharePoint environments. These licenses will provide total visibility into VA's SharePoint and Microsoft Exchange systems by analyzing, diagnosing, resolving and reporting on system usage and performance issues. Dell software tools will provide VA Information Technology administrators the capability to align usage with required service levels for system and application migration and capacity planning, policy compliance and developing strategic business goals. Maintenance is required to include security and software updates. Technical support will provide 24 hours per day, 7 days per week access to the Dell Support website; 24 hours per day, 7 days per week access to Dell software documentation; and 24 hours per day, 7 days per week telephone support number with 24 hour response time via phone or email for all support requests. The period of performance shall be March 31, 2016 through March 30, 2017 with two 12-month option periods.
4. Statutory Authority: The statutory authority permitting an exception to fair opportunity is Section 41 U.S.C. 4106(c)(2) as implemented by the Federal Acquisition Regulation (FAR) Subpart 16.505(b)(2)(i)(B), entitled "Only one awardee is capable of

providing the supplies or services required at the level of quality required because the supplies or services ordered are unique or highly specialized.”

5. Rationale Supporting Use of Authority Cited Above: Based on market research, as described in paragraph 8 of this document, it was determined that limited competition is available among authorized resellers for the required renewal of the existing brand name Dell term and perpetual software license, maintenance and technical support and purchase of additional licenses, maintenance and technical support. This acquisition will provide VA the ability to continue the operation and monitoring of its existing Microsoft Exchange and Microsoft SharePoint environments. The Dell enterprise management tools, auditing tools, and asset management tool for datacenter equipment are designed to support existing systems and infrastructure. VA requires various Dell software as part of its Microsoft Exchange and Microsoft SharePoint environments. There are various reasons that brand name Dell software is required. Only the Dell UCCS and MessageStats software can meet VA's functional requirement to be able to gain access to the historical data already on the server. Specifically, this historical data includes Sharepoint and Microsoft Exchange system usage and performance issues. Any other software other than the Dell software cannot access this data. Failure to access this data will result in an inability to ensure the Microsoft Exchange and Sharepoint servers remain operational. This historical data allows the VA to provide various levels of technical support on the aforementioned servers. Without this data these services could not be performed, and thus, would result in a critical failure of the Microsoft Exchange and SharePoint servers. VA has developed custom scripts, configurations, policies and procedures around the use of Dell Recovery Manager for SharePoint and Exchange for litigation / eDiscovery purposes. No other brand of software can utilize these scripts, configurations, policies and procedures. Failure to utilize these scripts, configurations, policies and procedures would severely impact VA's ability to successfully search for/recover emails from the server and back up and restore SharePoint sites. Site Administrator for SharePoint software is the only software that meets VA's functional requirement for a complete solution for SharePoint that performs analytics, security backups, governance, policy, records management and reporting in one interface. Additionally, Dell's Site Administrator for SharePoint software is the only software that can utilize historical performance and analytics information. This information is used for capacity planning and architecture planning. The ability to accurately assess capacity and architecturally plan ensures that SharePoint avoids any degradation of performance. Dell Quick Apps for SharePoint software is a collection of custom SharePoint web parts that have been deployed within the VA SharePoint environment for the entire life cycle of the current SharePoint farm on thousands of sharepoint sites. Using another brand of software would prohibit VA from utilizing these web parts which are used to assist many of VA's highly visible and important SharePoint sites to aggregate data and report it into dashboards used by VA Executives and staff. Dell Migration Manager for SharePoint is also the only migration software tool available for SharePoint that does not require an agent to be installed on every server in the SharePoint farm. This is a VA functional requirement as VA does not allow the installation of 3rd party agents on SharePoint servers. Migration Manager for SharePoint is the only software that allows VA to manage its content and assist with large migrations. VA utilizes its Microsoft Exchange and Microsoft SharePoint

environments to run its daily operations, including email, document sharing, and other daily communications. If VA were without the software described above VA employees throughout the organization could not effectively communicate with each other, industry, or the Veterans, thus negatively impacting the service VA employees can provide Veterans.

6. Efforts to Obtain Competition: Market research was conducted, details of which are in the market research section of this document. This effort did not yield any additional potential sources who could meet the Government's requirements. It was determined, however, that limited competition is viable among authorized resellers for these Dell licenses, software maintenance and technical support. In accordance with 16.505(a)(4)(iii)(A) this justification will be posted with the request for quotation on the NASA SEWP V GWAC website to notify all interested parties. In accordance with FAR 5.301 and 16.505(b)(2)(ii)(D), the award notice for this action will be synopsisized and the justification will be made publicly available on the Federal Business Opportunities Page within 14 days of award of the order.

7. Actions to Increase Competition: The Government will continue to conduct market research to include issuance of requests for information to ascertain if there are changes in the marketplace that would allow other brand products to work with the existing Dell architecture supporting VA's existing Exchange and Sharepoint environments, thus enabling future actions to be fully competed.

8. Market Research: In October 2015, the Government's technical experts reviewed similar software products and services to ascertain if these items could meet VA's requirements. Specifically, the Government's technical experts reviewed other similar brands of software from ENow MailScape, Hewlett Packard, AvePoint DocAve, and Metalogix. After review it was determined that only Dell's software can meet all of VA's functional requirements outlined in paragraph 5.

Additional market research was conducted in February 2016 by utilizing the NASA SEWP V Provider Lookup Tool to determine whether the brand name Dell software licenses, license renewals, maintenance and technical support are available from NASA SEWP V GWAC holders. It was determined that there are several resellers of the brand name Dell software licenses, maintenance and technical support that hold current GWACs.

9. Other Facts: None.